INSTALLER / CONSUMER SAFETY INFORMATION

PLEASE READ THIS MANUAL BEFORE INSTALLING AND USING APPLIANCE

WARNING!

IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED EXACTLY, AN ELECTRICAL SHOCK OR FIRE MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

FOR YOUR SAFETY

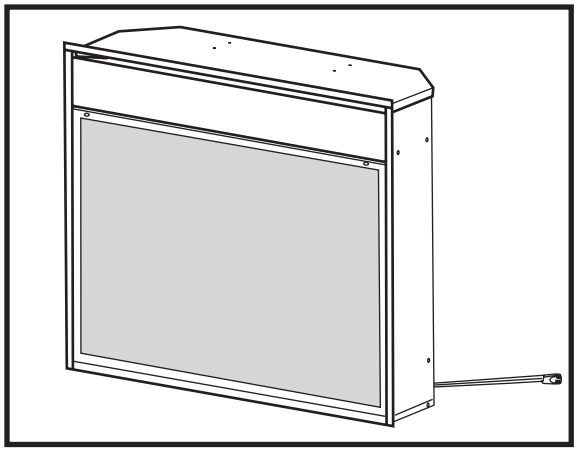
Service must be performed by a qualified service agency.

DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS OR LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.

C US

Electric Fireplace

Model: HEF22
HEF26
HEF33



Installation Instructions and Homeowners Manual

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Table of Contents

PLEASE READ THE INSTALLATION & OPERATING INSTRUCTIONS BEFORE USING THIS APPLIANCE

Thank you and congratulations on your purchase of a CFM Home Products electric fireplace.
IMPORTANT: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.

Installation Instructions

- General 4
- Locating Your Fireplace 4
- Clearance to Combustibles 4
- Cabinet Installations 4
- Fireplace Dimensions 5
- Electrical Specifications 5
- Electrical Connection 6
- Grounding Instructions 6
- Direct (Hard) Wiring Electric Fireplace 6

Service Instructions

- Removing Front Cover 8
- Glass Information 8
- Replacing the Light Bulbs 9
- Maintenance of Motors 10
- Cleaning 10
- Electrical Wiring Diagram 10

Operating Instructions

- Flame Speed Control 11
- Heater Control 12
- Wood Burning/Crackling Sound Effect 12
- Overhead Light 12

Replacement Parts 13

Warranty 15

IMPORTANT INSTRUCTIONS

Installation Instructions

General

1. Read all instructions before using this appliance.
2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (914mm) from the front of this appliance.
3. **CAUTION: Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating unattended.**
4. If possible always unplug this appliance when not in use.
5. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, has been dropped or damaged in any manner.
6. Any repairs to this appliance should be carried out by a qualified service person.
7. Under no circumstances should this appliance be modified. Parts having to be removed for servicing must be replaced prior to operating this stove again.
8. Do not use outdoors.
9. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.
10. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
11. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
12. Connect to properly grounded outlets only.
13. This appliance, when installed must be electrically grounded in accordance with local codes, with the current CSA C22.1 Canadian Electrical codes or for USA installations, follow local codes and the National Electric Code, ANSI/NFPA No. 70.
14. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire or damage the appliance.
15. To prevent possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
16. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This appliance should not be used as a drying rack for clothing, nor should Christmas stockings or decorations be hung on or near it.
17. Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
18. Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if you have to use an extension cord, the cord shall be 14 ga minimum size and rated not less than 2025 Watts. The extension cord must be a three wire cord with grounding type plug and cord connector. The extension cord shall not be more than 20 feet (6m) in length.

Locating Your Fireplace

Your new fireplace may be installed in a prefabricated cabinet available from your dealer.

When choosing a location for your new fireplace, ensure the general instructions are followed. Also, for best effect install the fireplace out of direct sunlight.

Clearance to Combustibles

Sides . . . . . 0” (0 mm)
Floor . . . . . .0” (0 mm)
Top . . . . . .0” (0 mm)

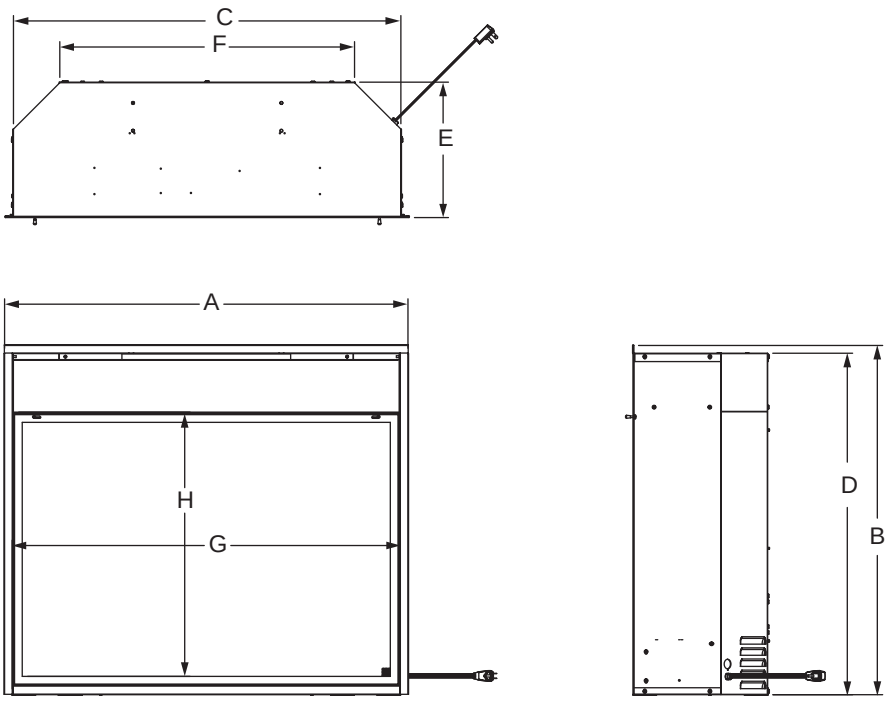
Cabinet Installations

Cabinets are available from your dealer which allow for fast, convenient installation of your fireplace against existing walls.

For instructions on handling and assembly of your cabinet, refer to separate installation instructions that come with the cabinet.

SAVE THESE INSTRUCTIONS

Fireplace Dimensions



Ref.	HEF22	HEF26	HEF33
A	23½” (597 mm)	27½” (699 mm)	34½” (876 mm)
B	20¾” (527 mm)	25¼” (641 mm)	29¾” (743 mm)
C	22¼” (565 mm)	26¼” (667 mm)	33¼” (845 mm)
D	20” (508 mm)	24½” (622 mm)	29” (737 mm)
E	11½” (292 mm)	11½” (292 mm)	11½” (292 mm)
F	22” (559 mm)	18” (457 mm)	25⅝” (639 mm)
G	21¼” (540 mm)	25¼” (641 mm)	32¼” (819 mm)
H	15” (381 mm)	19½” (495 mm)	22¾” (578 mm)

Electrical Specifications			
	HEF22	**HEF26**	**HEF33**
Voltage	120VAC, 60Hz	120VAC, 60Hz	120VAC, 60Hz
Total Amps	13	13.1	13.6
Total Watts	1490	1500	1560
Heater Rating	1350 Watts	1350 Watts	1350 Watts

Electrical Connection

A 15 amp, 120 Volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the fireplace will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with a 6 ft. (1.8 m) long three wire cord, exiting the right side of the fireplace. Plan the installation to avoid the use of an extension cord. If an extension cord must be used, it must be a minimum 14 ga, three wire with grounding type plug and connector and rated not less than 2025 Watts. The extension cord shall not be more than 20 ft. (6m) in length.

Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.

Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system which has been under water.

Grounding Instructions

This heater is for use on 120 volts. The cord has a plug as shown at A in Figure 1. An adapter as shown at C is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

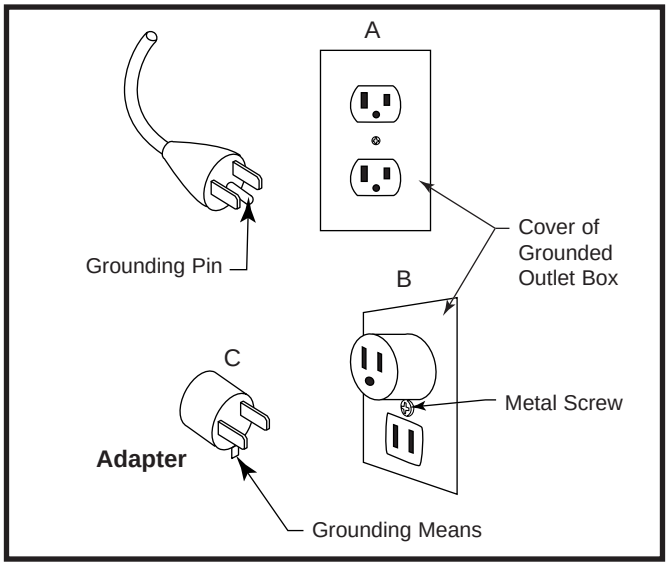


Fig. 1 Grounding methods.

Direct (Hard) Wiring Electric Fireplace

WARNING: This procedure must be conducted by a qualified electrician, in accordance with National and local codes. In the U.S.A., the installation must conform to the National Electrical Code, ANSI/NFPA No. 70. In Canada, the installation must conform to the current CSA C22.1 Canadian Electrical Code.

WARNING: Make sure the power to the unit is off, and the power cord is unplugged from the wall outlet before proceeding with this conversion. Failure to do so may result in property damage, personal injury or loss of life.

This instruction is intended as a guide for replacing the power cord supplied with Models HEF22/26/33 electric fireplace with direct (hard) wiring.

NOTE: When direct wiring this appliance, it must be connected to a 15 Amp dedicated circuit breaker or fuse in the electrical panel of the dwelling. The cable between the circuit/fuse panel and the fireplace must meet all local and national codes, and in no case shall the wires be less than 14 gauge.

1. Make sure the power to the unit has been turned off, the power cord is unplugged from the wall outlet and the unit has cooled down if it has been operating.
2. Follow Steps 3 through 6 in “Replacing Light Bulbs” section, Page 7, to gain access to control panel behind the touchpad controls.
3. Locate where the power cord enters the control compartment on the right hand side of the unit. Using wire cutters, cut the power cord within three inches (75mm) of the point where it exits the cabinet.
4. Carefully separate the three (3) wires of the power cord into separate wires by gently pulling them apart. DO NOT use a knife, as this may expose bare conductor. The hot wire is connected on the right hand side and is terminated with a 90° terminal (marked as “power” on the control board). The neutral wire is connected on the left hand side and is terminated with a straight terminal marked as “Neutral” on the control board. The green ground wire is attached to a ground stud.
5. Using wire strippers, strip approximately 5/8" (15mm) from the ends of the hot and neutral wires.
6. Using a wrench, remove the #10-24 hex nut from the ground stud where the green wire from the power cord is attached. Remove and discard the green wire. Reinstall the nut but do not tighten yet.
7. While standing on the right side of the unit, locate the power cord where it exits the cabinet. Using pliers, gently cut and remove the power cord. Dispose of the power cord.

8. Using a slotted screwdriver, remove the 7/8" (22mm) diameter knockout from the right hand side of the cabinet above where the strain relief was located.
9. Route the electrical cable from the breaker/fuse panel through the 7/8" (22mm) diameter hole and secure to the cabinet using an approved clamp. The power wires should extend approximately 6" (152mm) into the control compartment.

WARNING: Make sure the power to the power cable has been turned off at the breaker/fuse panel of the residence before proceeding.

10. Connect the ground wire from the power cable by wrapping it around the ground stud of the unit and securing it using the #6-32 nut.
11. Using a wire nut, connect the hot lead (black), of the power cable to the power cord wire that ends in 90° terminal (on the control board side, it ends on your right hand side). Similarly, connect the neutral wire (white), of the power cable to the power cord ending with the straight terminal (on the control board side, it ends on your left hand side) using a wire nut. It is recommended that the wire nuts be taped to the wires, using electrical tape, as an extra safety measure.
12. Visually check that none of the wires in the control compartment have been dislodged from the controls. If they have, use the wiring diagram on the unit or in the instruction manual to replace them in their proper location.
13. Turn the power to the unit on at the breaker/fuse panel. Place the unit into operation and check to make sure that all of the systems are working properly.

Service Instructions

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

Removing Front Cover

Access to heater/fan

1. Turn off power to the unit.
2. Let fireplace cool if it has been operating.
3. Remove fixed front panel, or open doors (depending on model). If the model has operable glass or mesh doors, completely remove them from the unit before proceeding. To remove the doors, locate and remove the two (2) screws holding the door at the top. (Fig. 2) Hold the door at all times with one hand to prevent the door from falling when you undo the hinge screws.

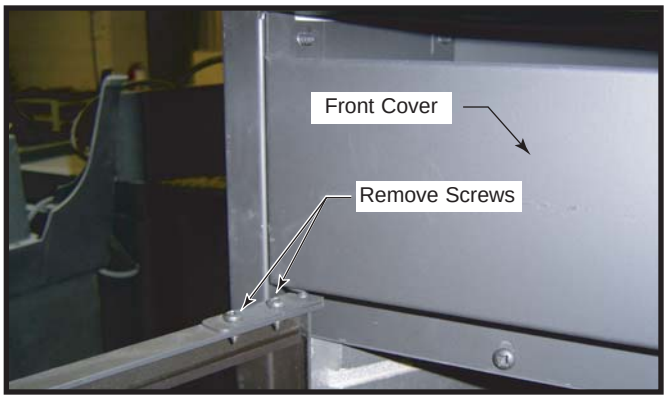


Fig. 2 Remove screws holding door at top.

4. Locate the screws that hold the front cover in place. There are six (6) screws, three (3) located on the front of the unit (Fig. 3), and three (3) located underneath the top shelf of the unit. (Fig. 4)

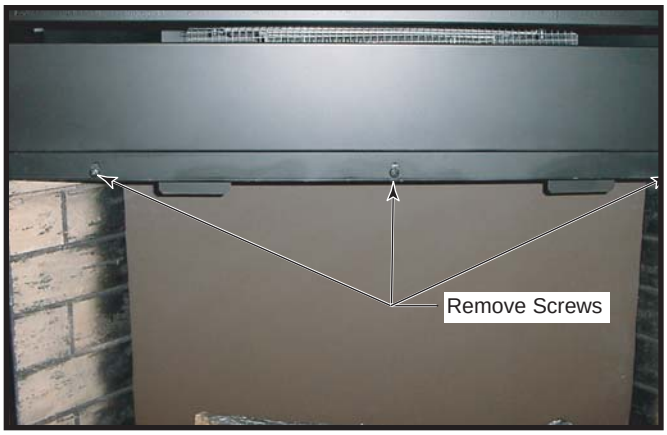


Fig. 3 Remove three (3) screws on front of unit.

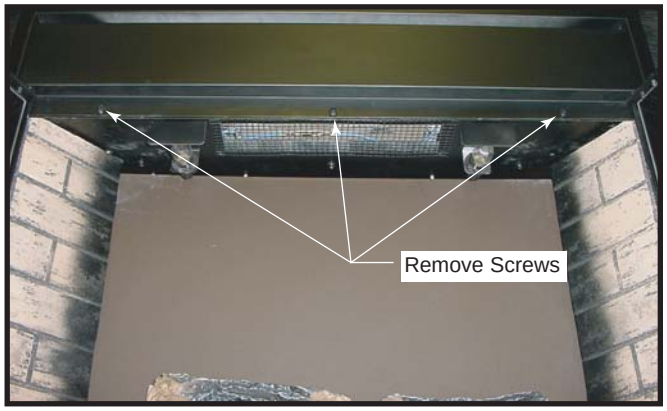


Fig. 4 Remove three (3) screws located under top shelf.

5. Remove screws using appropriate screwdriver.
6. Pull out the front cover. holding both sides of the cover, pull gently towards you and down.

Fig. 5 Hold both sides and pull gently forward and down.

7. You now have access to the heater/fan unit, for cleaning and/or maintenance.
8. To reinstall the front cover, please follow reverse procedure, paying attention not to damage any wiring in the process.

Glass Information

1. Under no circumstances should this product be operated with broken glass.
2. Do not strike or slam the glass.
3. Do not use abrasive cleaners to clean the glass.
4. This product uses tempered glass. Replacement of the glass supplied by the manufacturer should be done by a qualified service person.

Replacing the Light Bulbs

Depending on your model, the fireplace uses two (2) or three (3) clear 120 Volt, 60 Watt, E-12 socket base light bulbs (small base, chandelier candle type) located under the ember bed. Units with overhead lights (Fig. 9) use two (2) clear 120 Volt, 5 Watt, E-12 socket base light bulbs (small base, chandelier candle type) located above the logs. For convenience, if one of the light bulbs burns out, it may be easier to replace all of the light bulbs at the same time.

Do not exceed 60 Watts per bulb for the ember bed bulbs and 5 Watts per bulb for the overhead lights. Use of higher rated bulbs may result in a fire, causing property damage, personal injury or loss of life.

1. Turn off power to the unit.
2. Let fireplace cool if it has been operating.
3. Remove fixed front panel, or open doors (depending on model).
4. Locate two (2) screws that hold the refractory (brick patterned) bracket together with the ember bed. (Fig. 6) (Not applicable to HEF22)

Fig. 6 Remove screws that hold refractory bracket with ember bed.

5. Remove those two (2) screws using an appropriate screwdriver. One screw is located on either side of the unit.

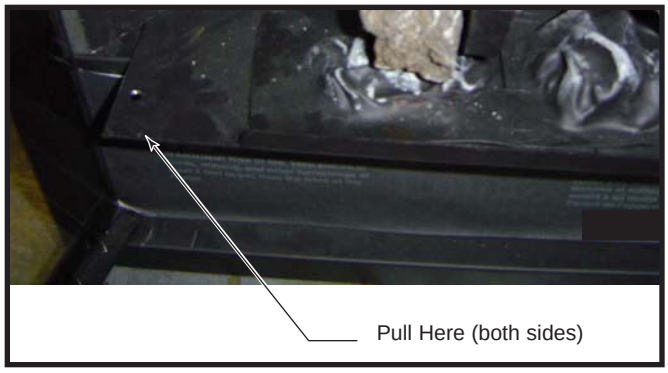


Fig. 7 Pull ember bed out of unit.

6. Pull the ember bed out of the unit, by gently pulling towards you and only slightly upwards. Depending on the model, you can remove the refractory prior to removing the ember bed.
7. Looking into the opening of the unit under the ember bed, visually locate the light bulbs.
8. Remove the light bulbs by unscrewing them out of the bases, turning them counterclockwise. You can use one hand to hold the light socket in place, if required.

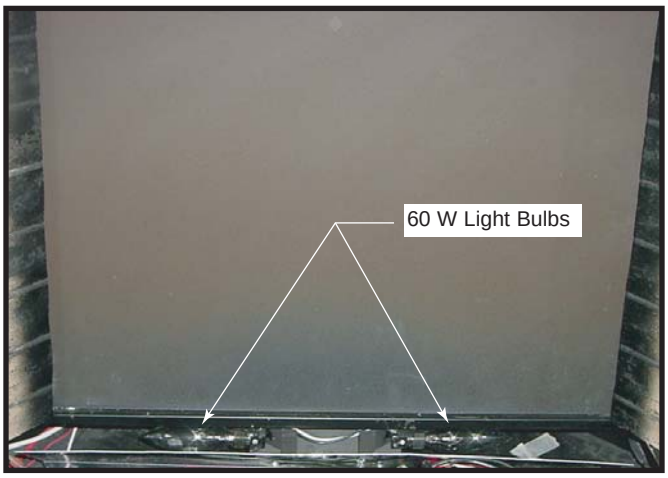


Fig. 8 Remove and replace light 60 W bulb(s).

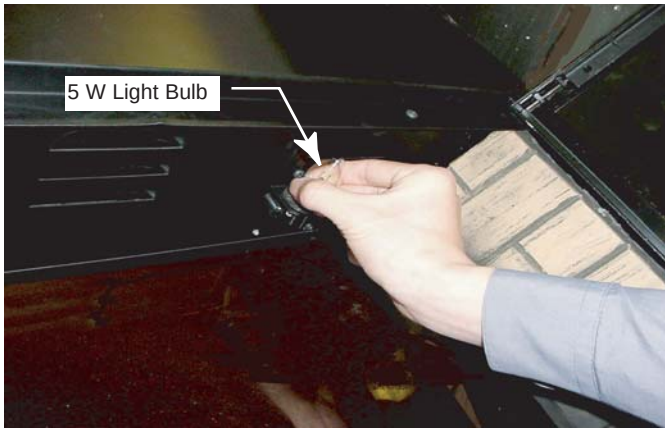


Fig. 9 Remove and replace 5 W bulb(s).

9. Install the new light bulb(s) by turning the light bulb into the base clockwise. You can use one hand to hold the light socket in place, if required.
10. Reposition the ember bed. If required, gently raise the refractory panels, one at a time, to tuck the ember bed edge underneath them.
11. Reposition the refractory bracket, aligning the refractory in place as required.
12. Replace two (2) screws taken out in Step 5, by using an appropriate screwdriver.

Maintenance of Motors

The motors used on the fan and the drum assembly are prelubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater is recommended.

Make sure the power is turned OFF before proceeding.

Cleaning

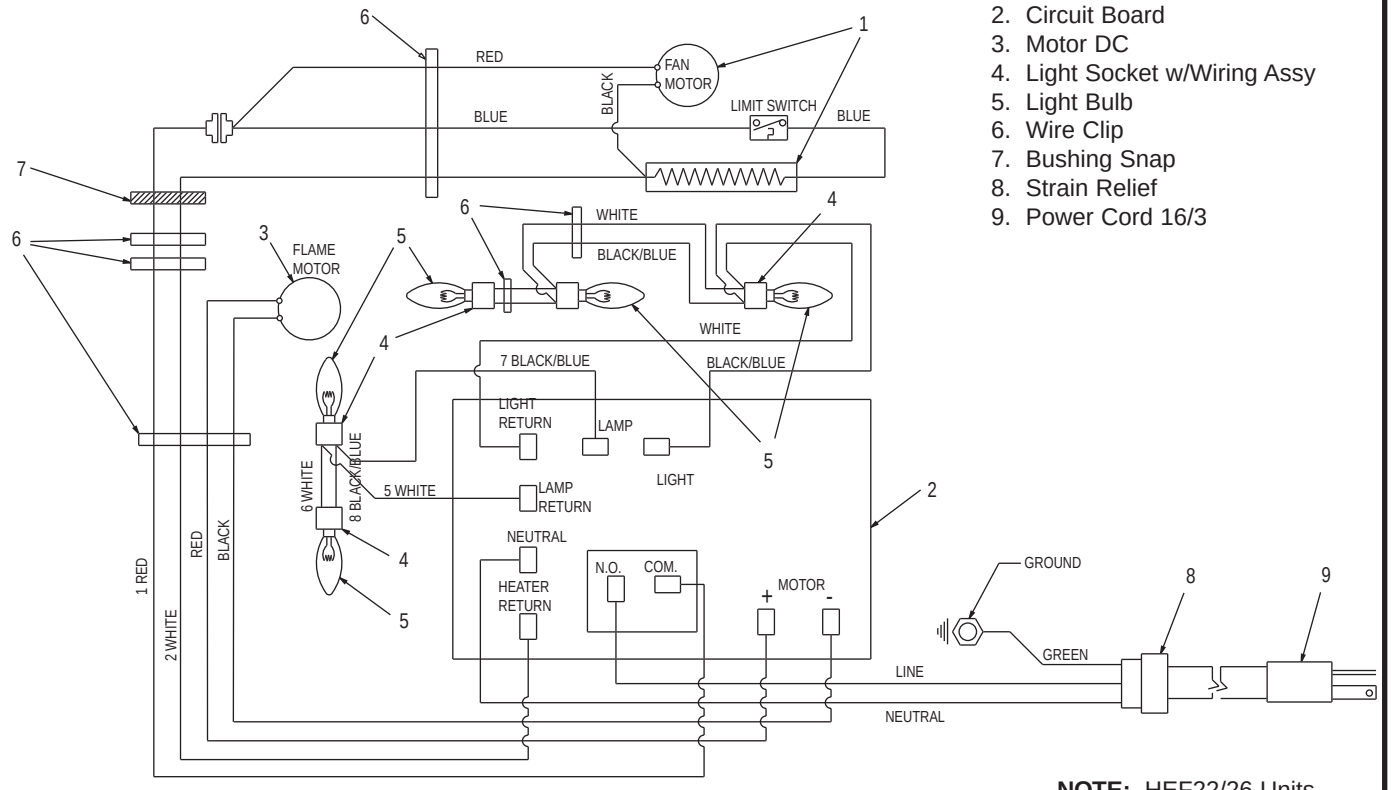
Cleaning of the touchpad label at the bottom front of the unit is to be done only using a soft cloth, slightly dampened in water (if needed, a small amount of dish soap can be added to the water) and dried using a clean, dry soft cloth. Cleaning of the screen diffuser is to be done using only water and a lint free cloth. DO NOT use any abrasive household cleaners as these products will damage the touchpad controls and the diffusing screen.

Electrical Wiring Diagram

Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.

If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed.

1. Fan/Heater
2. Circuit Board
3. Motor DC
4. Light Socket w/Wiring Assy
5. Light Bulb
6. Wire Clip
7. Bushing Snap
8. Strain Relief
9. Power Cord 16/3



WARNING: Disconnect Power Before Servicing

NOTE: HEF22/26 Units have only 2 light bulbs

Any electrical re-wiring of this appliance must be done by a qualified electrician. This wiring must be done in accordance with local codes and/or in Canada with the current CSA C22.1 Canadian Electrical Code, and for US installations, the National Electrical Code ANSI/NFPA NO 70..

Operating Instructions

All of the fireplace control functions can be accessed in two (2) ways:

- Using a multifunction remote control unit
- Using touchpad control panel, located in the lower right-hand corner of the fireplace behind the door front or fixed front (depending on the model).

Remote control unit has all the controls required to operate any feature on the unit. If you prefer to use the touchpad control on the fireplace unit itself, open the fixed front or open the doors (depending on the model) to access the touchpad buttons. The layout of the buttons on touchpads and remote control unit can be seen in Figures 10, 11 & 12, respectively.

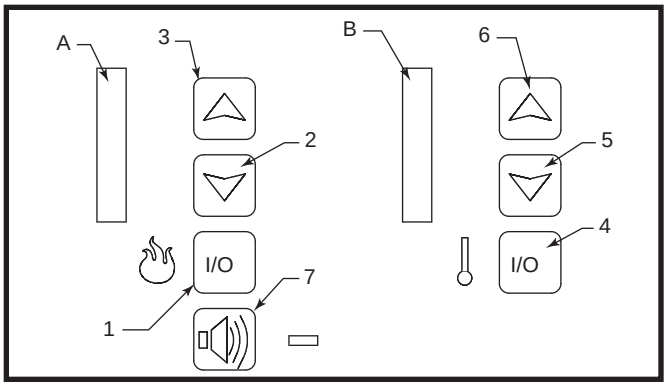


Fig. 10 HEF22 touchpad buttons.

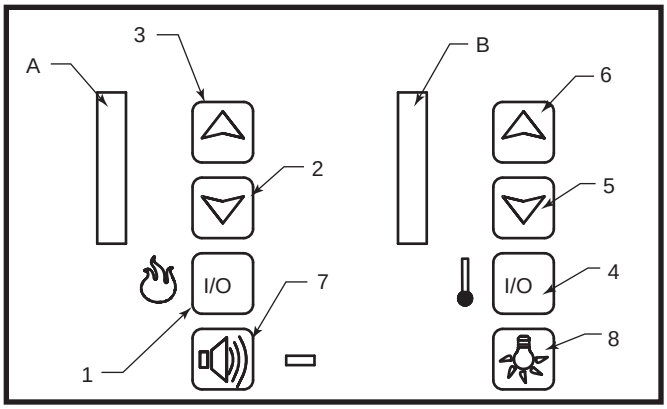


Fig. 11 HEF26 and HEF33 touchpad buttons. (Button 8 does not apply to HEF22.)

The fireplace features conveniently separate controls for flame effect and for heater control. This allows you to operate the unit in three (3) different modes:

- As a full-featured fireplace - both flame effect and heater are on. This mode allows you to enjoy the look of the fire along with the heat output of a heater.

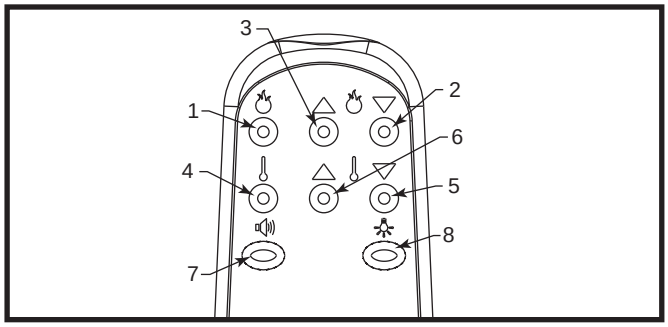


Fig. 12 Remote control. **NOTE:** The overhead light function on the remote shown does not apply to HEF22.

- As a visual effect - only flame effect is on, the heater is off. We recommend this mode for warm weather application, when you want the ambiance of a fire, without any heat output.
- As a heater - only heater is on, while the flame effect is off. This mode allows you to use your fireplace as an electric heater, without any flame effect.

Refer to Figures 10, 11 & 12 for locations of the buttons on both, the touchpad and remote control unit, described in the following operating instructions. Note that in both cases, button numbers as shown in the figures are the same.

NOTE: When the flame or heater is switched on, using either the remote or touchpad, the respective LED lights up to indicate and allow the settings to be made. After 20 seconds of inactivity, the LED lights on the touchpad control panel of the firepalce will go out. Activate any button on the remote or touchpad will light up the LED lights before any function can be performed.

Flame Speed Control

Your fireplace features a flame speed control. By depressing button 1 once you will activate the flame effect. If this is the first time you use this unit, the visual indicator of the flame effect (A) will be lit up to about half its height. By repeatedly depressing buttons 2 or 3, you can respectively decrease or increase the flame effect speed to achieve desired flame effect. Refer to visual indicator A to monitor relative speed of the flame effect between the slowest (indicator A showing only one light) and fastest (indicator A showing all lights lit up) setting. For added convenience, control board in your fireplace will remember your last setting on subsequent activation.

Heater Control

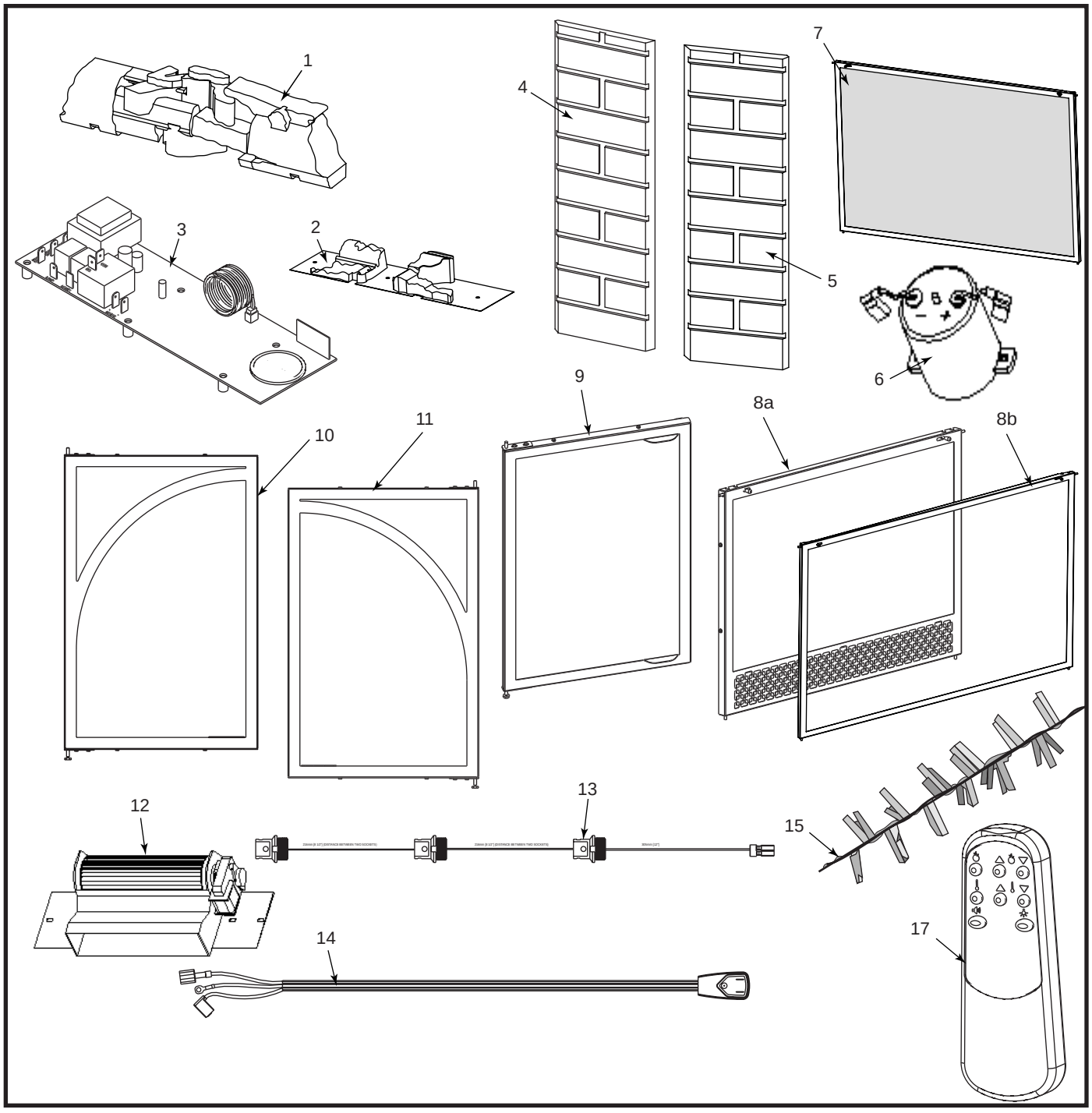
Your fireplace features a variable temperature setting control. By depressing button 4 once, you will activate the heater and the setting will be displayed. To determine the present approximate room temperature, increase or decrease the heater setting by repeatedly depressing buttons 5 or 6 until the heater comes on or goes off. Depressing button 6 will increase the temperature setting and the room will feel warmer. When the set temperature is reached, the heater will shut off. As the room cools below the set temperature, the heater will turn back on. Refer to visual indicator B as your guide on the level of heat output setting.

Wood Burning/Crackling Sound Effect

Your fireplace features a realistic wood burning/crackling sound effect. Depressing button 7 switches the sound effect off or on while the flame is on. If the flame is switched off, the sound effect will go off but will come back on when the flame is switched back on.

Overhead Light

Your fireplace features overhead lights that add warmth and glow to the side refractories and logs. Depressing button 8 switches the overhead lights on or off while the flame is on. If the flame is switched off, the overhead lights will go off but will come back on when the flame is switched back on. This feature is not available on the HEF22.



CFM Home Products reserves the right to make changes in design, materials, specifications, prices and discontinue colors and products at any time, without notice.

HEF22/26/33 Electric Fireplace

Ref.	Description	HEF22	HEF26	HEF33
1.	Logset	10006656	10006711	10006532/10008135 (alt.)
2.	Ember Lava Rock	10008060	10008059	10006526
3.	Circuit Board	10007870	10007870	10007870
4.	Refractory Right Side	n/a	10007877	10008013
5.	Refractory Left Side	n/a	10007877	10008015

HEF22/26/33 Electric Fireplace (continued)

Ref.	Description	HEF22	HEF26	HEF33
6.	DC Motor	10001978	10001978	10001978
7.	Screen Door Assembly	10006484	n/a	n/a
8a.	Glass Door Assembly	10008175	n/a	n/a
8b.	Glass Door Assembly	n/a	n/a	10008428
9.	Glass Operable Door Assembly	n/a	10008230	n/a
10.	Glass Arch Door Assembly Left	n/a	10007859	10007861
11.	Glass Arch Door Assembly Right	n/a	10007860	10007862
12.	Heater/Fan Assembly	10006538	10006538	10006538
13.	Socket w/Wire Assembly	10006453	10006453	10006454
14.	Power Cord	10003095	10003095	10003095
15.	Flame Generator Assembly	10003566	10003566	10003350
16.	Screen Diffuser (not shown)	10007912	10007874	10006422
17.	Transmitter	10008392	10008368	10008368

1 YEAR WARRANTY

For CFM Home Products Electric Fireplace

BASIC WARRANTY:

CFM Home Products (hereinafter referred to collectively as the "Company") warrants that your new electric fireplace is free from manufacturing and material defects for a period of one year from date of installation, subject to the following conditions and limitations.

1. This electric fireplace must be installed and operated at all times in accordance with the Installation and Operating instructions furnished with the product. Any alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferrable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the Company.
3. This warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the Company's inspection.
4. **This warranty does not cover the lightbulb(s) included with the fireplace.**
5. The Company may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).
6. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the Company assume responsibility for same. Further, the Company will not be responsible for any incidental, indirect, or consequential damages, except as provided by law.
7. All other warranties - expressed or implied - with respect to the product, its components and accessories, or any obligations/liabilities on the part of the Company are hereby expressly excluded.
8. The Company neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of this Northern Flame product.
9. The warranties as outlined within this document do not apply to non-CFM Home Products accessories used in conjunction with the installation of this product.

This warranty is void if:

a) The fireplace has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
b) The fireplace is subjected to prolonged periods of dampness or condensation.
c) Any alteration, willful abuse, accident, or misuse of the product.

IF WARRANTY SERVICE IS NEEDED . . .

1) Contact your supplier. Make sure you have your warranty, your sales receipt, and the model/serial number of your CFM Home Products product.
2) **DO NOT ATTEMPT TO DO ANY SERVICE WORK YOURSELF.**

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